



# Monitoração Salesforce

Conceitos fundamentais e  
Propostas de solução

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# Operação Salesforce

## Principais pontos de atuação



### Operação Salesforce

- Saúde da aplicação
- Incidentes maiores
- Manutenções programadas
  - Releases Salesforce
  - Migrações de Org e Instâncias
- Casos de clientes

Salesforce  
Org

### Operação Cliente

- Monitoração da saúde da Org.
- Incidentes associados à implementações
- Monitoração de performance
- Verificação de limites de governança
- Manutenções de projetos

# Operação Salesforce



## Principais responsabilidades - Suporte Salesforce

Incidentes que afetam usabilidade ou performance

Ajustes em limites de governança

Features não habilitadas ou com comportamento não esperado

Problemas relacionados à integrações ou segurança

Orientações em problemas causados por má implementação

# Operação Salesforce

## Responsabilidades dos clientes



Monitoração da saúde geral da Org [trust.salesforce.com](https://trust.salesforce.com)

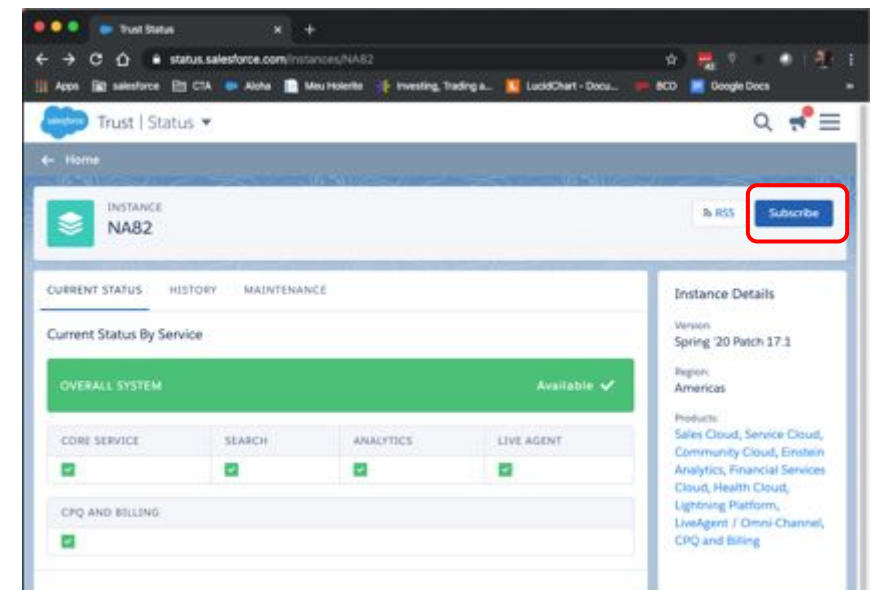
- Subscribe: Instância NA82

Acompanhamento do status da Org

- API para informar status
- <https://api.status.salesforce.com/v1/instances/NA82/status/preview>

Acompanhamento de limites da Org

- API para retornar limites
- <https://vivo.my.salesforce.com/services/data/v47.0/limits/>



# Operação Salesforce

## Responsabilidades dos clientes

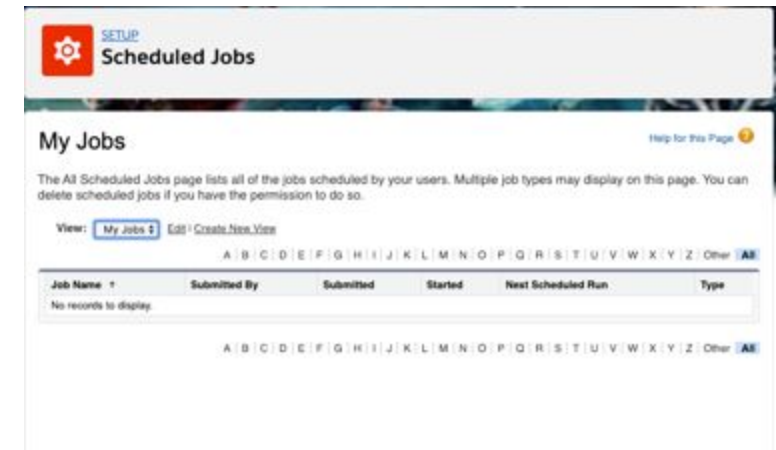
salesforce

### Monitoração dos processos (Agendados ou não)

- Verificação do status na tela
- API de status de Jobs
  - [https://vivo.my.salesforce.com/services/data/v\[\]/subjects/AsyncApexJob/\[ID\]](https://vivo.my.salesforce.com/services/data/v[]/subjects/AsyncApexJob/[ID])
- Classe para verificar status
  - <https://vivo.my.salesforce.com/services/data/v47.0/query?q=>
- Query:

```
SELECT Id, ApexClassId, CreatedDate, CompletedDate,...
FROM AsyncApexJob
WHERE JobType='ScheduledApex'
AND Status in ('Queued','Aborted')
```
- API de QUERY para contar registros processados
  - <https://vivo.my.salesforce.com/services/data/v47.0/query?q=>
- Query:

```
SELECT Id, Status, ...
FROM Case
WHERE RecordTypeId = ''
AND Status in ('X','Y')
```



### Apex Jobs

Monitor the status of all Apex jobs, and optionally, abort jobs that are in progress.

View: Participant Award Batch Edit: Create New View

Action	Submitted Date	Job Type	Status	Status Detail	Total Batches	Batches Processed	Failures	Submitted By	Completion Date	Apex Class
	8/23/2017 1:03 PM	Batch Apex	Completed		7	7	0	Consulting_Percolator	8/23/2017 1:08 PM	WTA_VMS_Paga
	8/23/2017 6:00 AM	Batch Apex	Completed		0	0	0	Consulting_Percolator	8/23/2017 6:02 AM	WTA_VMS_Paga
	8/23/2017 6:09 PM	Batch Apex	Completed		7	7	0	Consulting_Percolator	8/23/2017 6:11 PM	WTA_VMS_Paga
	8/23/2017 6:00 AM	Batch Apex	Completed		0	0	0	Consulting_Percolator	8/23/2017 6:02 AM	WTA_VMS_Paga
	8/21/2017 6:00 AM	Batch Apex	Failed	job 707A00000473IG failed	0	0	0	Consulting_Percolator	8/21/2017 6:02 AM	WTA_VMS_Paga
	8/20/2017 6:00 AM	Batch Apex	Completed		0	0	0	Consulting_Percolator	8/20/2017 6:02 AM	WTA_VMS_Paga
	8/19/2017 6:00 AM	Batch Apex	Failed	job 707A00000472HqS failed	0	0	0	Consulting_Percolator	8/19/2017 6:02 AM	WTA_VMS_Paga
	8/18/2017 6:00 AM	Batch Apex	Failed	job 707A00000471Pxa failed	0	0	0	Consulting_Percolator	8/18/2017 6:02 AM	WTA_VMS_Paga
	8/17/2017 6:00 AM	Batch Apex	Completed		0	0	0	Consulting_Percolator	8/17/2017 6:02 AM	WTA_VMS_Paga
	8/16/2017 6:00 AM	Batch Apex	Failed	job 707A0000046ZFm failed	0	0	0	Consulting_Percolator	8/16/2017 6:02 AM	WTA_VMS_Paga
	1/29/2017 5:05 PM	Scheduled Apex	Queued		0	0	0	Consulting_Percolator		WTA_VMS_Paga

Show me fewer records per list page

















# Operação Salesforce

## Event Monitoring



Com Event Monitoring é possível capturar os seguintes eventos:

- Logins
- Logout
- URI (web clicks in Salesforce Classic)
- Lightning (web clicks, performance, and errors in Lightning Experience and the Salesforce mobile app)
- Visualforce page loads
- Application programming interface (API) calls
- Apex executions
- Report exports

Salesforce Event Log File Browser							
fabiodush@pinkfordev.corp							
Date Range		Event Type		Interval			
2021-11-16 to 2021-11-16		All		All		Apply Clear	
Id	Action	Event Type	Log Date	Log Hour	Log Size (in bytes)	Sequence	Interval
0AT3k00000BFbRFGA1	 	API	2021-11-16-23	23	1,095.0	1	Hourly
0AT3k00000BFbREGA1	 	ApexExecution	2021-11-16-23	23	564.0	1	Hourly
0AT3k00000BFbRGGA1	 	AuraRequest	2021-11-16-23	23	14,377.0	1	Hourly
0AT3k00000BFbRHGA1	 	LightningInteraction	2021-11-16-23	23	4,218.0	1	Hourly
0AT3k00000BFbRIGA1	 	LightningPageView	2021-11-16-23	23	1,418.0	1	Hourly
0AT3k00000BFbRJGA1	 	LightningPerformance	2021-11-16-23	23	3,468.0	1	Hourly
0AT3k00000BFbRKGA1	 	URI	2021-11-16-23	23	7,572.0	1	Hourly
0AT3k00000BFbDFGAL	 	Logout	2021-11-16-21	21	506.0	1	Hourly

### Consulta via Rest

```
/services/data/v40.0/query?q=SELECT+Id+,+EventType+,+LogFile+,+LogDate+,+LogFileLength+FROM+EventLogFile+WHERE+LogDate+>+Yesterday+AND+EventType+=+'Report'
```

Pode usar Apps, exemplo: Splunk App for Salesforce, FairWarning ou Event Monitoring Analytics App, mas todos são reativos, ou seja, dashboards de visualização

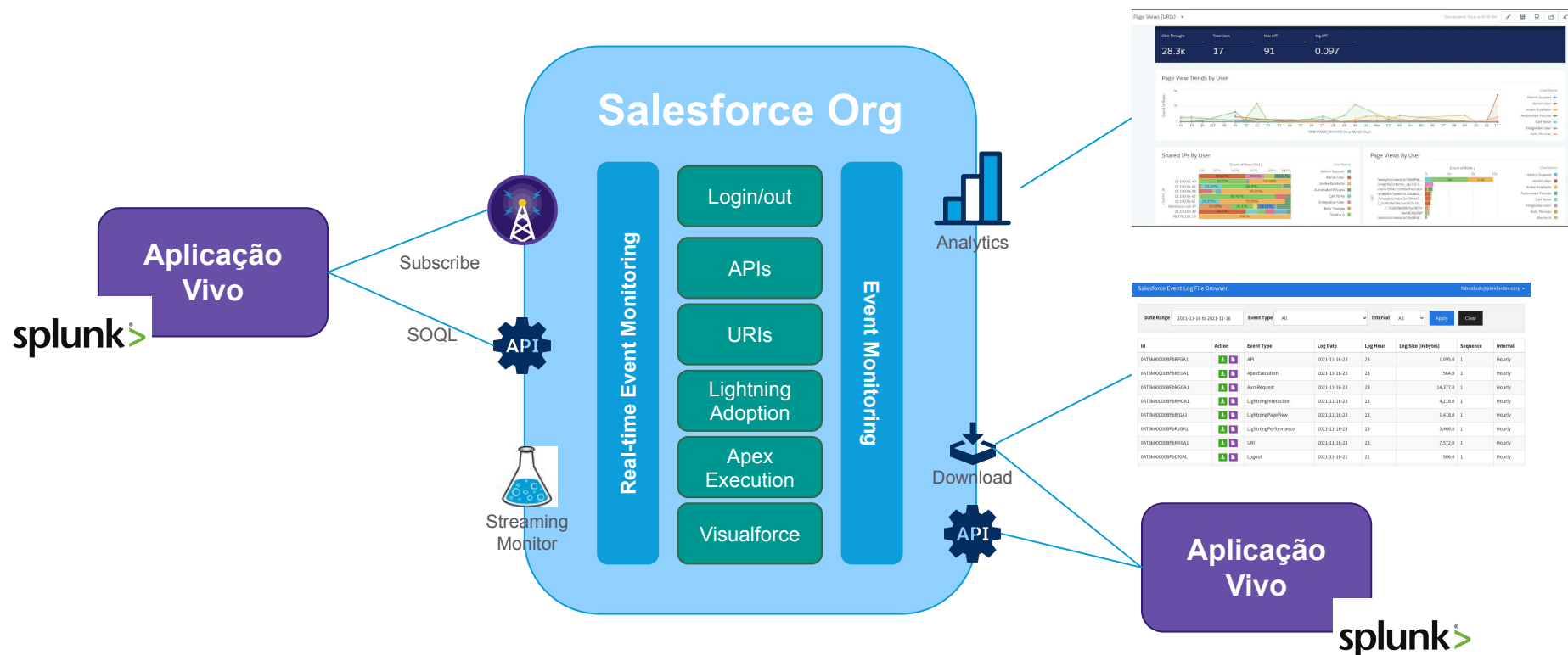
<https://trailhead.salesforce.com/en/content/learn/trails/shield>

[https://developer.salesforce.com/docs/atlas.en-us.object\\_reference.meta/object\\_reference/sforce\\_api\\_objects\\_eventlogfile\\_report.htm](https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_eventlogfile_report.htm)

<https://www.salesforcehacker.com/2015/05/download-event-log-files-using-elf.html>



## Solução Proposta



# Event Monitoring

## Monitoramento de Adoção do Usuário



Analytics Studio

Experiência Usuários

Lightning Adoption

Lightning Performance

Lightning Performance

Data updated: Today at 12:53

Edit

Save

Dates

All

Users

All

Profiles

All

Roles

All

IPs

All

Object Type

All

Error

All

Shows Lightning Experience page performance from Lightning Error, Lightning Interaction, Lightning Page View, and Lightning Performance event data. Use this dashboard to optimize performance and user interactions with your Lightning Experience.

Count of Error

1

Analytics Studio

Experiência Usuários

Lightning Adoption

Lightning Performance

Lightning Performance

Data updated: Today at 12:53

Edit

Save

Dates

All

Users

All

Profiles

All

Roles

All

IPs

All

Object Type

All

Error

All

Shows Lightning Experience page performance from Lightning Error, Lightning Interaction, Lightning Page View, and Lightning Performance event data. Use this dashboard to optimize performance and user interactions with your Lightning Experience.

Min Effective Page Time (EPT)

0

Max Effective Page Time (EPT)

0

Avg Effective Page Time (EPT)

0

Which Page Entities Are Slowest?

Max of EFFECTIVE\_PAGE\_TIME

0

5

10

15

20

25

30

35

40

45

Analytics Studio

Experiência Usuários

Lightning Adoption

Lightning Performance

Page Views (URIs)

Page Views (URIs)

Data updated: Today at 12:54

Edit

Save

Dates

All

Users

All

Profiles

All

Roles

All

IPs

All

See how users interact in the Aloha UI.

Click Throughs

1

Total Users

1

Max APT

0

Avg APT

0

Page View Trends By User



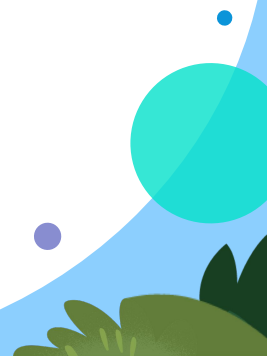
# Event Monitoring



## Monitoramento de Adoção do Usuário

O Event Monitoring com Analytics Event Monitoring permite que seja definido Dashboards para exibir informações relacionadas à experiência do usuário, tanto em relação a performance, quanto à adoção, com cliques na tela e URIs.

O dado será disponibilizado D-1, mas a dinâmica do caso de uso não requer dado em tempo real, com isso não precisamos usufruir de uma plataforma orientada em eventos com tempo real.



# Event Monitoring

## Via Chamada de APIs



Realizar chamada para descobrir se há arquivos disponíveis:

```
https://<my_domain>.my.salesforce.com/services/data/v54.0/query/?q=SELECT+Id+,+
EventType+,+LogFile+,+LogDate+,+LogFileLength+FROM+EventLogFile+WHERE+EventType
+=+'ApexCallout'+AND+Interval+=+'Hourly'+AND+LogDate+=+'Today'+AND+Sequence+=+1
```

Utilizar o Valor do Campo LogFile e realizar a segunda chamada, por exemplo

```
https://<my_domain>.my.salesforce.com/services/data/v54.0/subjects/EventLogFile
/<Id_Arquivo>/LogFile
```

Salvar conteúdo do retorno em um arquivo com extensão .csv



# Event Monitoring

## Via Salesforce Event Log File Browser



Acessar <https://salesforce-elf.herokuapp.com/>

Data Range, selecionar "Today"

Event Type, selecionar "ApexCallout"

Interval, selecionar "Hourly"

Clicar em apply

Escolher o arquivo e clicar em Download.

Salesforce Event Log File Browser

fschiozer@amazingsun.commscloud.corp ▾

Date Range

2022-09-19 to 2022-09-19

Event Type



ApexCallout ▾

Interval

Hourly ▾

Apply

Clear

Id	Action	Event Type	Log Date	Log Hour	Log Size (in bytes)	Sequence	Interval
OAT4x00001JNLvDGAX	 	ApexCallout	2022-09-19-15	15	7,592.0	1	Hourly

# Event Monitoring

## Links Úteis



- [Execute a SOQL Query](#)
- [Query Event Log Files](#)
- [Query](#)
- [Query or View Hourly Event Log Files](#)
- [EventLogFile](#)
- [EventLogFile Supported Event Types](#)
- [Apex Callout Event Type](#), esse é o evento que vocês estão interessados em coletar.

A vibrant, stylized illustration of a forest scene. The background is a clear blue sky with three small, white, fluffy clouds. The top and bottom edges of the frame are decorated with lush green foliage, including various leaves and small flowers in shades of pink, yellow, and purple. On the left and right sides, the brown trunks of large trees are visible. In the lower-left area, a small orange butterfly is shown in flight. The central focus of the image is the text "Thank You" in a large, bold, dark blue font.

# Thank You